



Consumer Standard Group Meeting Details

CSG:	Tenancy
Date/ Time	Thursday 12th September 6 – 8pm
Location:	Lawn House, Lawn Street, Winchester
Facilitator/s:	Laura Doyle/ Yvonne Anderson (Davina Emery & Zadia Green)
Attendees:	Davina Emery – Tenancy Sustainment Team Leader Beverley Kassouri Lin Mellish - TACT Board Member David Light Sandra Salter Zadia Green – Housing Officer (Income) Team Leader Laura Doyle – Tenancy Services Manager Yvonne Anderson – Service Lead: Housing Landlord Services Linda Vincent Nadia Paddington Chantelle Lindo-Davies - TACT Board Member Davina Domone-Hollands – Community Engagement Officer



Topic	What was discussed	Actions Agreed	Who will do it	When it will be done by	Outcome
Topic 1: Creating a Terms of Reference for the new group	The group discussed key elements for the Terms of Reference, including: confidentiality, mutual respect, balance (the good, the bad, and the ugly), transparency, real consultation, time-sensitive feedback, ensuring all voices are heard, and a standard to hold the council accountable.	Council officers will complete the Terms of Reference based on the group's input and bring a draft back to the group.	Council officers	December	Draft Terms of Reference will be presented for further review and agreement in December.
Topic 2: Rent Arrears Process	Zadia Green presented the Rent Arrears Process, focusing on how to improve performance and support tenants.	<ul style="list-style-type: none"> - Increase rent arrears performance - Proactively match overcrowded properties with under-occupied ones - Provide education and information about social and affordable rent 	Zadia Green, Housing Officer (Income) Team Leader	Ongoing	Improvements in rent arrears management and education for tenants about rent types.

Topic 3: Tenancy Sustainment Services	Davina Emery discussed the role of Tenancy Sustainment Services (TSS) and areas for improvement.	- Share pre-tenancy info - Employ more TSS officers - Promote TSS services - Include leaflet dates	Davina Emery, Tenancy Sustainment Team Leader	Ongoing	Expansion of TSS support, including more officers and better promotion of the service.
General Notes/Comments	Details				
Comment 1:	"Good presentation. Relaxed, informative and able to learn things in a positive way."				
Comment 2:	"Good, informative session. Flowed well."				
Comment 3:	"Very informative; a lovely group and feels like it will be productive."				
Comment 4:	"Found tenancy/eviction procedures lengthy, a bit overkill on support given. Workload on officers is heavy and affects their mental, emotional, and physical health, as well as tenants' mindsets."				
Comment 5:	"Found the group informative, open, and supportive."				
Comment 6:	"Usually avoid finance like the plague. However, pleased I attended this session."				

Next Steps	Information
Next meeting date:	5th December 2024, 6 pm–8 pm
Things to bring/prepare for next time:	Draft Terms of Reference, updates on rent arrears and TSS service